Appendix A

Evaluation Process and Team Composition

The evaluation was conducted according to formal protocols and procedures, including an Appraisal Process Guide, which provides the general procedures used by the oversight program for conducting inspections and reviews. The planning process considered previously identified weaknesses, current TSD activities, and AL and TSD management initiatives. The evaluation team collected data through

interviews, document reviews, walkdowns, and observation of activities. Interviews were conducted with TSD personnel at all levels of the organization, including managers, staff, and couriers at three locations. Personnel at AL and organizations that support TSD, such as shippers, receivers, and contractor support organizations, were also interviewed.

The team membership, composition, and responsibilities are as follows:

Deputy Assistant Secretary for Oversight

Glenn Podonsky

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Neal Goldenberg

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